

May 26, 2021

To the Postal Regulatory Commission,

I am responding to proposed changes to the Postal Service. In short, please don't do it. Mail is part of our infrastructure and we don't need it made worse, we need it made better, stronger. I get medications through the mail and sometimes it takes up to 2 weeks to receive. I often order household supplies which are sent through the mail. I order gifts for people which are sent through the mail. I get communications from insurance and the DMV through the mail. We are not at a point yet where everything can be done via email or other electronic means. It's essential that this service is restored to a high level.

Historically, I haven't had many issues with mail delivery. However, in the last nine plus months, I've had several issues. In the first instance, a letter was lost. I took it to the post office and no one knows what happened from there. In the second, I was sent a letter from an individual and I had to contact them to see what was happening. Medications ordered took more than 2 weeks to arrive from a point about 250 miles away. The first I mailed in California, the second was sent from Iowa. Regarding mail I get regularly, it took more than 2 weeks for a medical statement to arrive after the postmark date and it was sent from a location that is 20 minutes away by car. Birthday cards sent from Southern California to Northern California frequently take more than a week to arrive.

Based on recent experience, I cannot idly sit by and allow proposed changes in this proposal to happen. We don't need more post offices closed, especially when the blue boxes have been removed from the neighborhood. I already have to take my bills that I cannot do via Billpay to the post office because the closest blue box was removed a while back. We do not need further reduced post office service hours. No longer does my post office have Saturday hours and they now close the windows at 5pm. How is a full-time employee supposed to get postal business done? We need hours extended again, especially as the economy reopens and more people go back to full-time employment.

I realize that USPS is not the only way to send parcels but it's usually the more cost effective option, especially for those who are not multibillion dollar companies. Also there are those that actually rely on the mail. I live in a suburban area of Southern California so I have options. But what of those that don't? What of those who live in rural areas? I have relatives who live in a rural area where the post office is several miles away. I couldn't imagine having to make regular trips there for critical letters and packages.

We can't do this. We shouldn't do this. We should work to improve the Postal Service, not further degrade it. Please don't close more branches or further reduce services. Yes, doing so would of course save money, but at what public cost? Please do not contract out the postal service. The Postal Service is part of our infrastructure, as critical as roads, bridges, internet, utilities and the rest. It needs to be built up, not broken down.

Respectfully,

Karla Vasser
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